

Contractor Web Portal User Guide

A guide for conducting business online

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1. Getting started

1.1 Registration and help

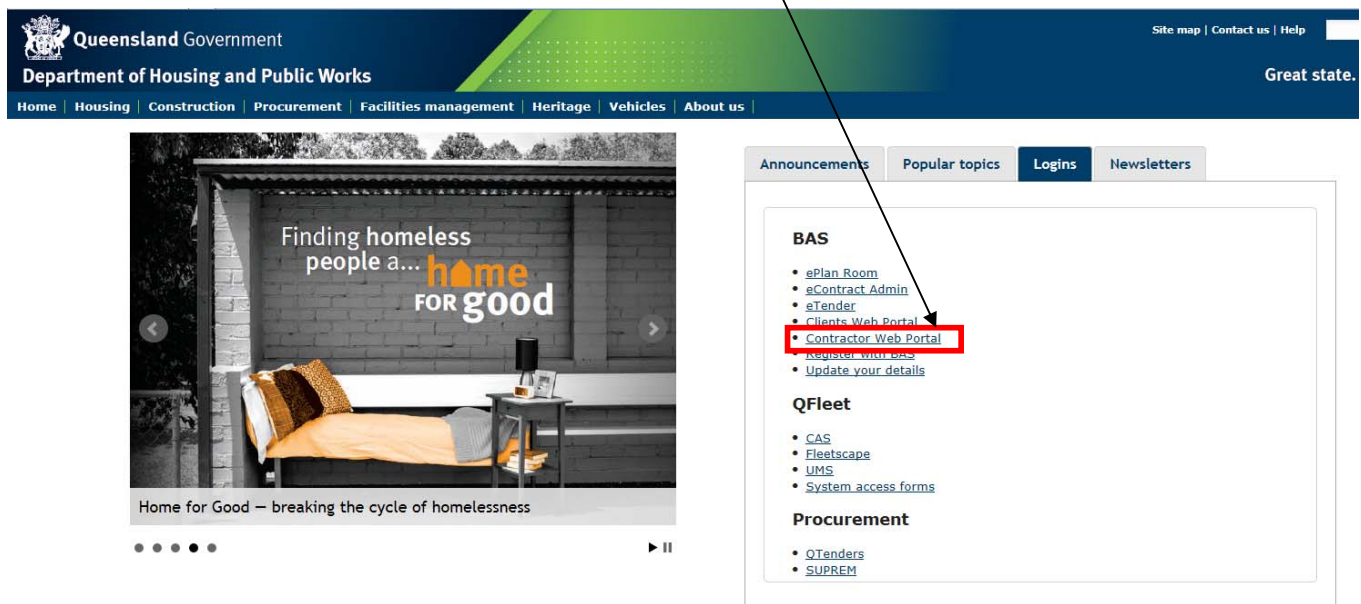
Contractors must be registered to enjoy the benefits of using Building & Asset Services Web Portal. If you are unsure of your registration details or need help with accessing the Web Portal, please contact the Asset Services Web Portal administrators on baswebportaladmin@hpw.qld.gov.au

1.2 What can you do using Web Portal?

Web Portal will allow registered contractors to receive, accept, update and complete Work Order Job Cards issued to the contractor from Building & Asset Services.

1.3 Logging in to Web Portal

Select 'Contractor Web Portal' from the **Logins Tab** under **BAS** on www.hpw.qld.gov.au.



Queensland Government
Department of Housing and Public Works

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- [Clients Web Portal](#)
- **[Contractor Web Portal](#)**
- [Register with BAS](#)
- [Update your details](#)

QFleet

- [CAS](#)
- [Fleetscape](#)
- [UMS](#)
- [System access forms](#)

Procurement

- [QTenders](#)
- [SUPREM](#)

Log in using the Partner ID, Organization ID, User ID and Password as provided to you upon registration.

Login

Partner ID *
Your Organization ID
User ID *
Password *

☒ Save Login Details (Excluding password)

[Reset Password](#)

Select Language : 
[Having trouble logging in?](#)

If you have forgotten your login information, contact the BAS Web Portal administrators on baswebportaladmin@hpw.qld.gov.au



Add the Department of Housing and Public Works website to your Internet 'favourites' folder - www.hpw.qld.gov.au

1.4 Web Portal Password Change

Select the 'Change Password' button. This will open the Change Password window to allow the password to be changed.

The image displays two side-by-side screenshots of a web portal interface. The left screenshot, titled 'Login', shows a form with four input fields: 'Partner ID *' (containing 'WV00020997'), 'Your Organization ID' (containing 'WV00029308'), 'User ID *', and 'Password *'. Below these fields is a checkbox labeled 'Save Login Details (Excluding password)' which is checked. At the bottom of the form are three buttons: 'Login', 'Change Password' (highlighted with a red rectangle), and 'Reset Password'. A language selector shows 'English' and a link 'Having trouble logging in?' is at the bottom. The right screenshot, titled 'Change Password', shows three input fields: 'Current Password *', 'New Password *', and 'Confirm New Password *'. At the bottom are 'Save' and 'Cancel' buttons.

The Reset Password option will email a new temporary password to your account notification email when selected. This will require the login details to be entered prior to selecting this option.

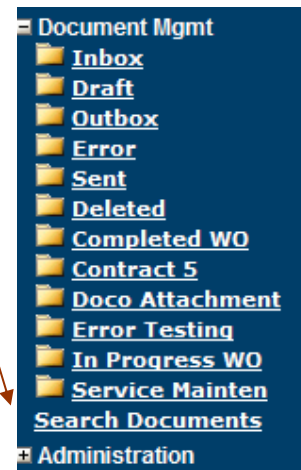
Handy Tip

Your password will expire every 30 days and you will be prompted to change it when required.

If you would like to change your current password for any reason, input your current log in details and select the 'Change Password' button located next to the 'Login' button on the home screen.

1.5 Searching for documents

Select the Search Documents link from the navigation menu



A search can be performed by populating the Web Portal Document Number with the full document number eg.SM_QBLD_12085671_001.

Where the full document number is unknown a search can be performed by populating the Web Portal Document Number with the Work Order number beginning and ending with an asterisk (*) eg. *12085671*

Document Search Submit | New Search

Document Type	All	Document Status	All
WebView Document Number	*12085671*	Your Document Number	
Creation Date From		To	

Click **Submit**. This will display all records relating to your search criteria within all folders in your Web Portal account.

Document Search Submit | New Search

Document Type	All	Document Status	All
WebView Document Number	*12085671*	Your Document Number	
Creation Date From		To	

Search Results Delete

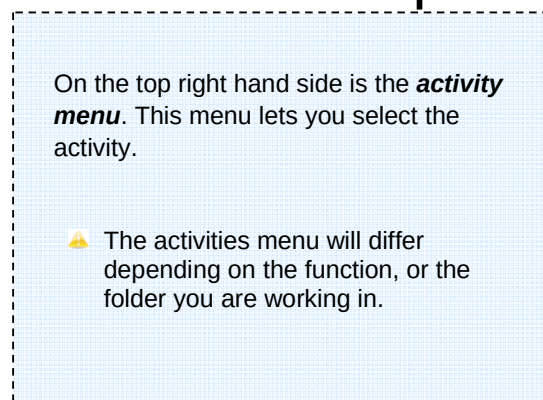
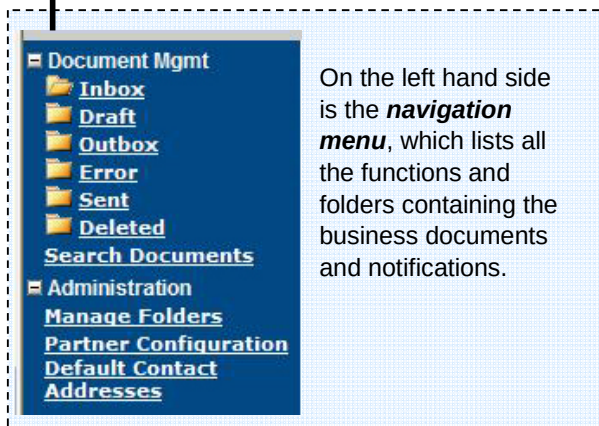
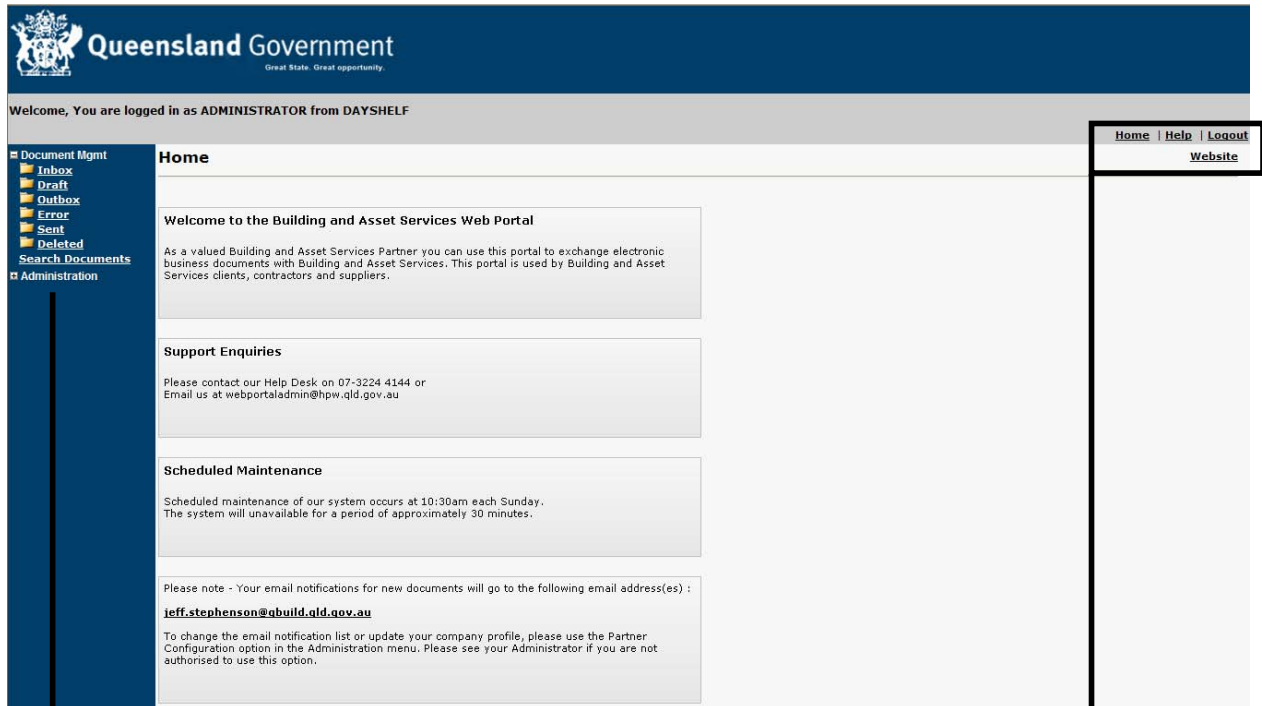
☐ WebView Document Number	Your Document Number	Document Type	Document Status	Creation Date	Due Date
☐ SM_QBLD_12085671_001		Draft	Work Order (Completed)	OPEN	17-09-2013
☐ SM_QBLD_12085671_001		Inbox	Work Order	ACTIVE	17-09-2013

Total Number of Records: 2

2. Navigating the Web Portal

After logging in, you will be presented with the Web View home page. The home page contains three text boxes on the main viewing panel where you can view any news or notices from QBuild.

The home page also displays two menus, as shown below.



2.1 Navigation menu

The **navigation menu** is an electronic file management system where you can view and maintain your online business transactions with Building & Asset Services. The below table details the core functions of each menu item.

Inbox	The Inbox shows a list of active documents sent to you. The following information is displayed for each document: • Document Number • Document Status • Document Version • From • Document Type • Date the document was received To view a document in detail, click on the Document Number from the list.
Draft	Any document you start within Web View can be saved at any time and stored in the Draft folder so you can return to it later.
Outbox	Documents you send are temporarily held in the Outbox folder until they are sent electronically to Building & Asset Services.
Error	A message will appear in the Error folder if a problem has occurred with sending a document to Building & Asset Services. Note: Occasionally, you may notice a document appear in your Error folder. This may be due to errors such as Date/Time entries on completion documents not entered correctly, incorrect dollar values or other data issues. If you notice an issue with the data, you can reprocess your document with the correct data and delete this error once the new document successfully appears in your Sent folder. System Administrators are notified of all Webview errors so if you cannot determine the issue, do not delete the error message as this will assist in the investigation and rectification of the problem.
Sent	The Sent folder stores all documents that have been successfully sent to Building & Asset Services. If the document you have sent is not here, check the Outbox or Error folders.
Deleted	This folder contains any Deleted documents.
Search documents	Search for documents using this form. Note: You can use asterix "wild cards" to assist your search criteria e.g. 12* will search for documents starting with 12 or *1234* will search for documents that contain 1234.
Administration	This menu item will open a selection of activities to administer your Web View account. This includes the ability to create and modify new folders to manage your documents.

2.2 Activity menu

Accept	Accept the Work Order.
Update	Updates the Work Order with work progress information, actual start dates and work status.
Complete	Completes the Work Order once the Work Order is physically complete and ready to be invoiced.
Delete	To remove the record. (Any item deleted will be moved to the delete folder).
Export	Export the information on the screen to xml format.
Help	This field will take you to the electronic version of this quick reference guide.
Home	This field will take you to the Web View home page.
Logout	It is important to log out correctly when you have finished working in this application. Click Logout each time before you exit the application.
Modify	You can create new folders in which to store and manage documents. You can also modify the names of folders.
New search	Perform a new search.
Print	Print a document.
Save	Save a document to the Draft folder.
Send	Sends the document electronically to Building & Asset Services.
Submit	Submits your request to search for documents based on the criteria specified.
Website	This will open the Department of Housing and Public Works website.

2.3 Descriptions: other functions and activity

Within the Web View application, you will have access to some other functions which are explained in the table below:

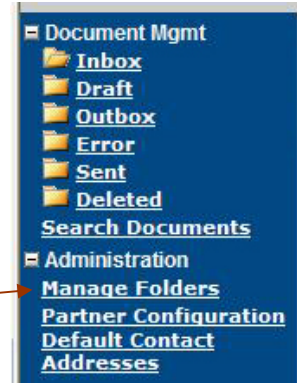
View full details	To view all the details of the notifications received from Building & Asset Services, click on the View Full Details button to open a document with all the information required. This document can be saved and/or printed.
View audit details	Audit details list the details of transactions (and who performed them) relating to a selected document.
Document flow	The Document Flow lists all of the transactions that relate to the document for tracking purposes.
Document history	The document history provides a list of the documents relating to the work order, including version numbers.
Send response	You have the ability to respond to documents/notifications received. To respond to the document, select your response status, provide Building & Asset Services with any relevant commentary and click on the Send Response button.

2.4 Managing folders

You can create and manage folders in which to store documents.

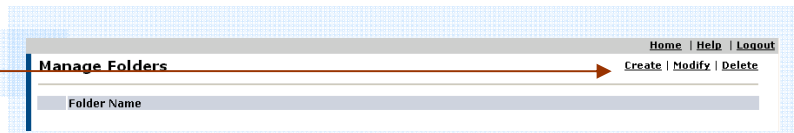
Step 1

Select **Manage Folders** from the administration section of the navigation menu.



Step 2

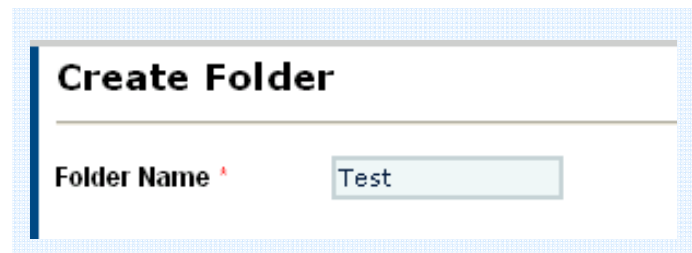
Click **Create** to create a new folder.



Step 3

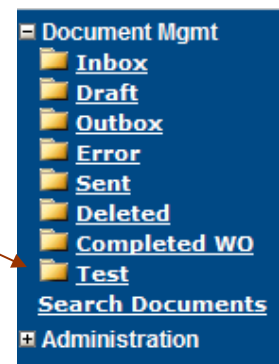
Choose a name for the folder.

Click **Save**.



Step 4

A new folder has been created in the navigation list.



Handy Tip

Create folders to store Work Orders by common properties e.g.:

- month received / completed
- employee assigned
- type of work performed etc

Avoid creating too many folders as this makes storing and retrieving Work Order documents difficult.

2.5 Managing notification emails

You will receive a notification email every time a new BAS Work Order is dispatched to your account.

Initially, your account is configured with the most recent email address we have recorded against your supplier registration.

You can easily manage, update and remove email addresses from this notification list.

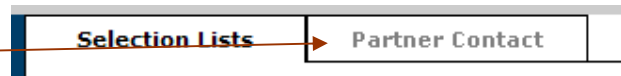
Step 1

Select **Partner Configuration** from the administration section of the navigation menu.



Step 2

Select the **Partner Contact** tab



Step 3

The current address is listed in the **WebView Notification Email** field.

You can add, update and remove the addresses listed here.

WebView Notification Email

This email address is used to notify you of new transactions from QBuild.

Multiple email addresses may be entered separated by commas.

Step 4

Once you have made any required changes, select **Save**.

Save

Handy
Tip

Larger organisations and high volume contractors may wish to remove the WebView notification function. This can be done by removing the email address listed and saving the change.

If you wish to reinstate the notification function, simply add the required email address into the field and save.

3. Receiving, accepting, updating, completing Work Orders

3.1 Receiving Work Orders

When a Work Order is assigned to a contractor, the Work Order will appear in their Web View Inbox.

Click on the Work Order Document Number to access the details of the Work order.

Summary View - Inbox

☐	Document Number ▼ ▲	Version Number	Document Type ▼ ▲	Document Date ▼ ▲	Document Status ▼ ▲	From ▼ ▲
☐	QBLD 11666414 001	1	Work Order	31-10-2011	ACTIVE	QBuild

To assist contractors who perform various types of work, the Work Order type will be included before the Work Order number.

- UP – Unplanned Maintenance (responsive)
- PM – Planned Maintenance
- SM – Service Maintenance

☐	Document Number ▼ ▲
☐	UP_QBLD 11732188 001

3.2 Accepting Work Orders

To accept the Work Order, click 'Accept' from the activities menu in the top right corner of the Work Order details screen.

Work Order

[Accept](#) | [Update](#) | [Complete](#) | [Delete](#) | [Print](#)

Work Order No	PM_QBLD_11891612_001	Work Order Type	Planned Maintenance
Commercial Arrangement	Q54977 (Field Release Order)	Response Priority Time	14 Days
Pre-Approved Work Value	500.00	Planned Start Date/Time	06-05-2013 11:10:57
Work Summary	N - CUPBOARD DOOR IN KITCHEN HAS A	Planned Finish Date/Time	20-05-2013 16:00:00
Work Description	BROKEN HINGE. NAME: MATA MASTERS	Bldg No	BNHUKELORE113864
Site Id	6 VENICE CT	Total Number of WO Tasks	1
Site Address	6 VENICE CT,KELSO,4815	Attached Document Links	
Location Requirements			
Customer	HPW (HOUSING & HOMELESSNESS)		
Contact Name			
Contact Phone No			
Contact Mobile No			

To reject a Work Order, contact your local Building & Asset Services office via telephone as soon as possible so the work can be reassigned.

Handy Tip

You may receive Work Orders with more than one task assigned for your action. This is evident by the three numbers following the Work Order number e.g. PM_QBLD_11891612_001 (task 1) and PM_QBLD_11891612_002 (task 2).

You will receive an individual Work Order document for each task assigned, and as such, it is important to accept, update and complete each task separately.

3.3 Updating Work Orders

To update a Work Order with the Actual Start Date, Work Progress details, Work Status or Percentage Complete, click 'Update' from the Work Order details screen.

Click 'Save' to save a draft of the Work Order update to complete at a later date.

Click 'Send' to send the Work Order update.

Work Order Update

Work Order No: QBLD_11623995_001

Commercial Arrangement: Unplanned Maintenance

Pre-Approved Work Value: 5,000.00

Work Summary: N BASIN CRKD. BASIN NOT LKG. TNT LUISA

Site Id: 60 BERNECKER ST

Actual Start Date *

Work Progress

Work Status *

Percentage Complete

Buttons: Save | Send | Back To Order

Note:

There are five Work Statuses to select when submitting a Work Order Update.

Task Complete

This status indicates the work has been completed however costs and other details are yet to be finalised. A full description of work completed is not required for this update, as your full description along with costs will be submitted when you submit a Work Order Complete (see section 5.4).

Made safe

This status indicates you have attended the site and completed any initial tasks to make the site safe. Please record a brief explanation of tasks performed.

On site

This status indicates you are currently on site prior to completing any works.

Tenant Unavailable

This status indicates that the tenant was unavailable at the time of your visit.

Waiting on Materials

This status indicates that you are waiting on materials required to complete the work.

When populating the Actual Start Date click on the calendar button. The display box will be shown as below. Populate the time at the bottom of the display box followed by the date.

The date can be selected by selecting the appropriate month within the drop down and clicking on the date required. Time is displayed in 24 hr time.

Ventyx Axis WebView - ...

about:blank

December 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

13 : 38

Internet 100%

3.4 Completing a Work Order

When the Work Order has been completed, click 'Complete' from the Activities Menu in the top right corner of the Work Order details screen.

Work Order

Accept | Update | **Complete** | Delete | Export | Print

Work Order No	QRLD_11625995_001	Work Order Type	Unplanned Maintenance
Commercial Arrangement		Response Priority Time	14 Days
Pre-Approved Work Value	5,000.00	Planned Start Date/Time	05-10-2012 08:36:29
Work Summary	N BASIN CRKD, BASIN NOT LKG, TNT LUISA	Planned Finish Date/Time	05-10-2012 08:36:29
Work Description	Tenant: LUISA DE LEO Contact No: 3395 2512 BASIN CRKD, BASIN NOT LKG, TNT LUISA PH: 0438952512		
Site Id	60 BERNECKER ST	Bldg No	BMMUCARIRE11366
Site Address			
Location Requirements			
Customer	HPW (HOUSING & HOMELESSNESS)	Total Number of WO Tasks	1
Contact Name			
Contact Phone No			
Contact Mobile No			

Other Contact Details | View Audit Details

Document Flow

Actual Start and Actual Finish dates

These fields are mandatory. Please ensure to select the correct time and date.

The Work Status will default to **Work Completed**

Once complete, select **Send** to send the completed information to BAS.

Work Order Completion

Save | **Send** | Back To Order

Work Order No	QRLD_11625995_001	Work Order Type	Unplanned Maintenance
Commercial Arrangement		Response Priority Time	14 Days
Pre-Approved Work Value	5,000.00	Planned Start Date/Time	05-10-2012 08:36:29
Work Summary	N BASIN CRKD, BASIN NOT LKG, TNT LUISA	Planned Finish Date/Time	05-10-2012 08:36:29
Site Id	60 BERNECKER ST	Bldg No	BMMUCARIRE11366
Actual Start Date *		Work Status *	Select
Actual Finish Date *		Percentage Complete *	
Work Performed *			
Additional Work Required			
Attendance Fee (\$)		Acknowledged By	
Out of Zone Travel (\$)		COT Certificate No	
Labour (\$)		Risk Assessment Performed?	☐
Schedule of Rates (\$)		Service Report No	
Materials and Sundries (\$)			
Services (\$)			
Total Price (GST Ex)	0.0		

Breakdown of fees and rates charged to this Work Order

Work Performed and details of any Additional Work which was required.

Work Performed comments guide
Always start the work performed description with the **actual work performed** such as "Replaced 20m of gutter."
Include Schedule of Rates (when used) in the work performed box after the description, for example "Replaced thermostat in HWU UZ041 x 1 \$40."

Note: Do not use the following special characters within any text field:

| Pipe ~ Tilda " Quote

Additional details such as Acknowledgement of work performed, COT Certificate No, Risk Assessment performed before work commenced and Service Report No (if applicable)

Handy Tip

When you have finished using WebView, remember to log off by clicking on the link at the top of your home page.

For Web View troubleshooting, contact the Administrator at baswebportaladmin@hpw.qld.gov.au